**NDIS Participant portal – Reactivate portal access**

# **Introduction**

It is important that nominees and child representatives access the participant portal by using their correct account details, not the participant’s details. This enables us to protect participant privacy, while ensuring nominees and child representatives can still access the information they need to. It also helps us to improve the portal for participants, their nominees and child representatives.

Please use these instructions to unlink your existing NDIS portal account from your myGov account, and relink using your new activation code. Before you begin, you will need a new activation code. If you haven’t received a new activation code, please contact the NDIS directly on 1800 800 110 or contact us [here](https://www.ndis.gov.au/contact).

# **Changes from the last version**

The following updates have been made to the last published version of the reactivate portal access guide:

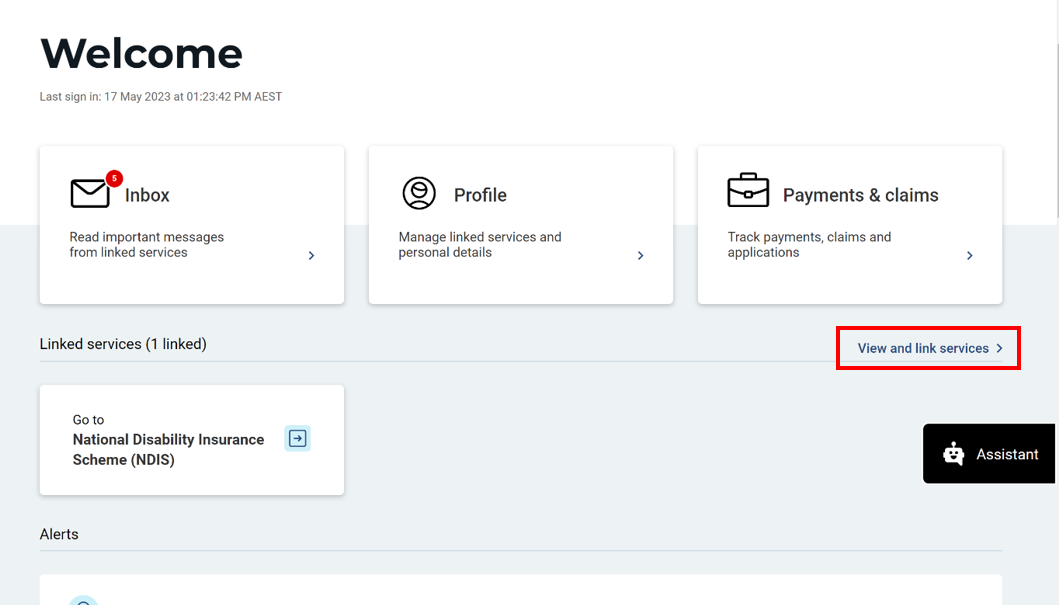
* Inclusion of Terms and Conditions and Privacy Notice process (Page 7 to 8)

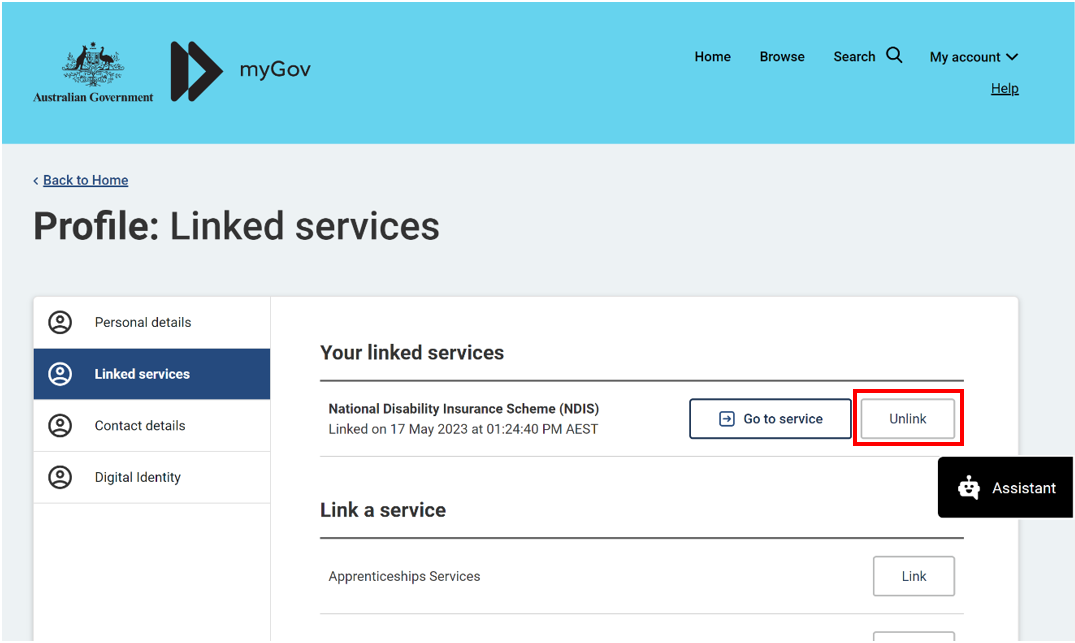
## Step 1: Unlink myGov and participant portal

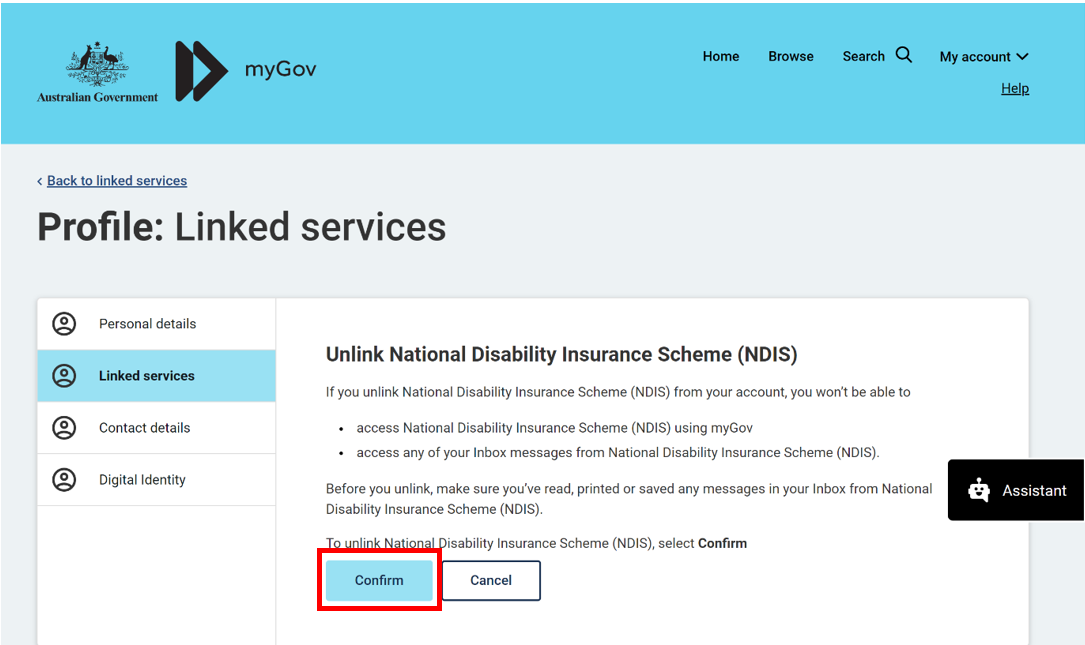
1. Log into myGov ([my.gov.au](http://www.my.gov.au)) by entering your username or email and password.

#### Screenshot of the myGov sign in webpage. Username or email and password needs to be completed to sign in to myGov.

1. To unlink your myGov account from your NDIS account, select **View and link services** under **Linked Services.**

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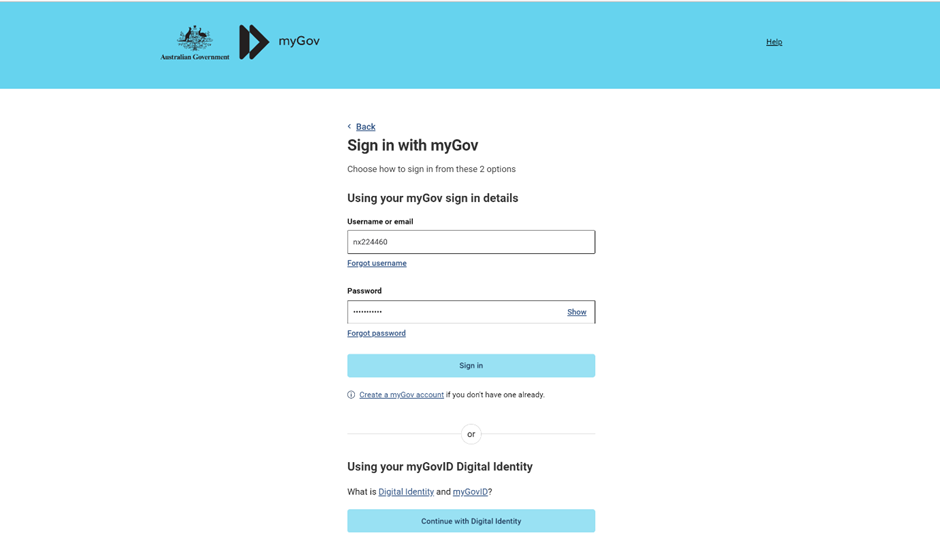
1. Under **Profile: Linked Services**, select unlink next to **National Disability Insurance Scheme (NDIS).** 
2. Select **Confirm** to finalise unlinking.



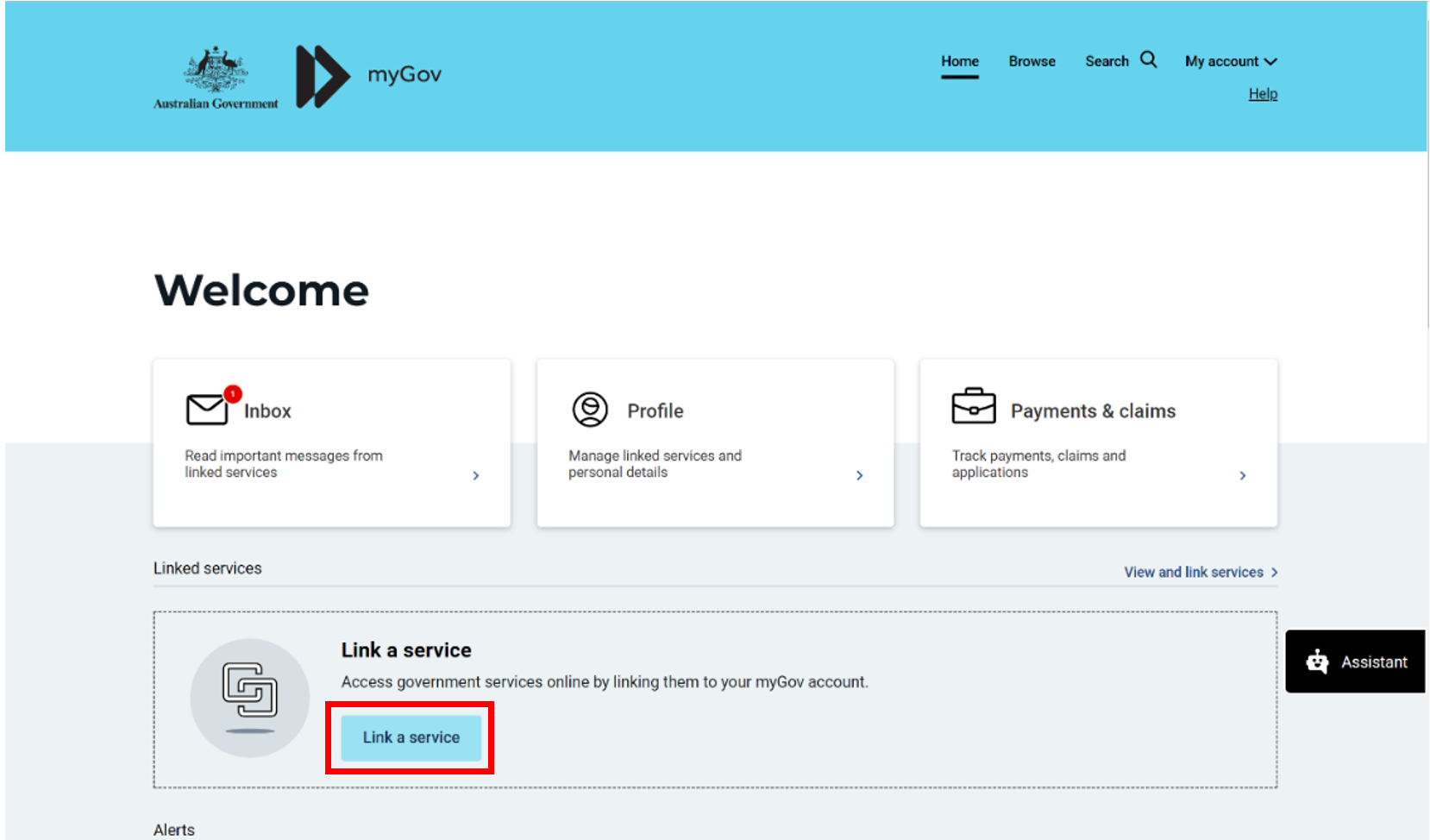
1. Sign out of myGov.

## Step 2: Relink myGov and participant portal with new activation code

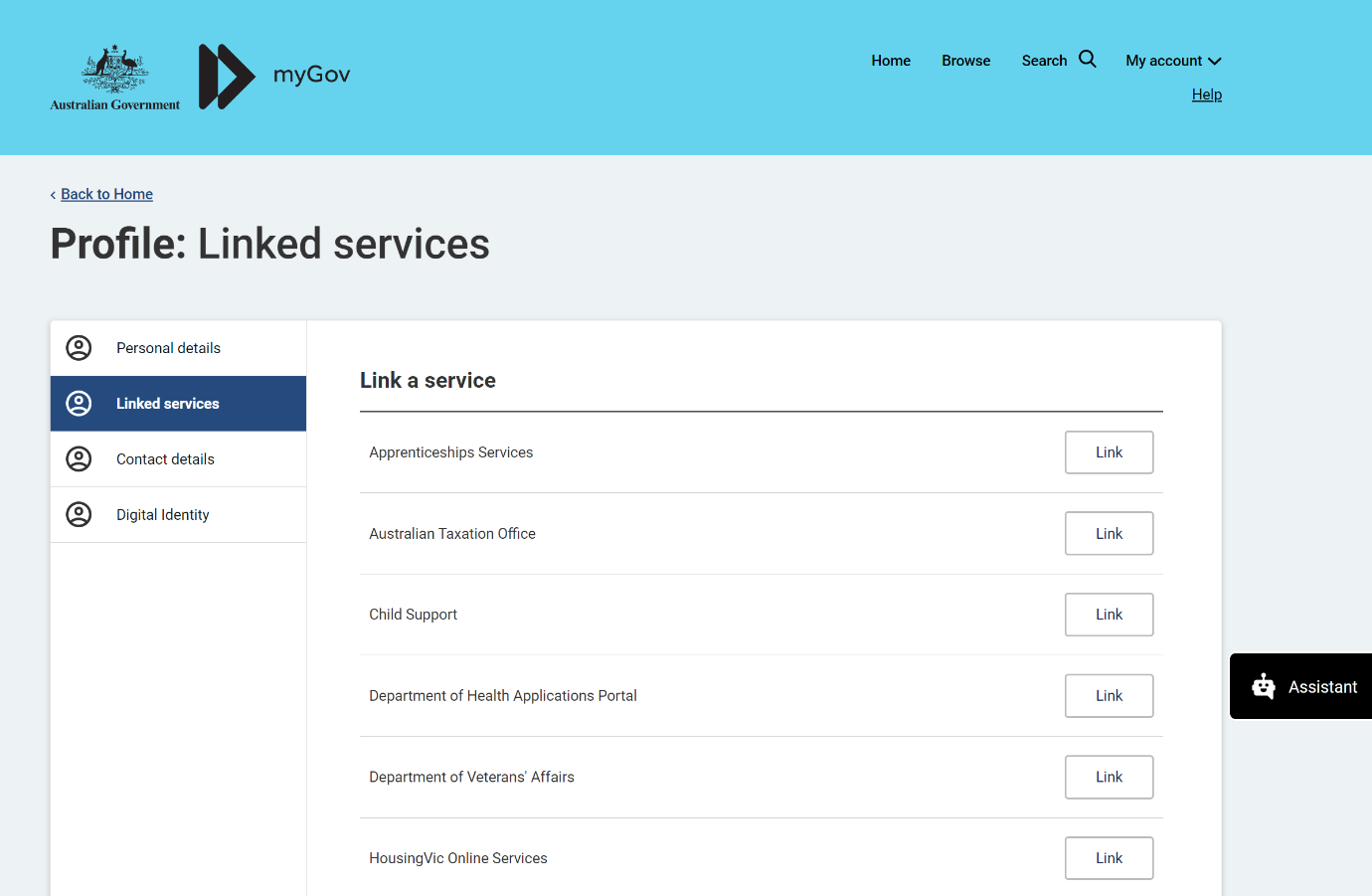
1. Sign into myGov (my.gov.au) using your existing username and password.

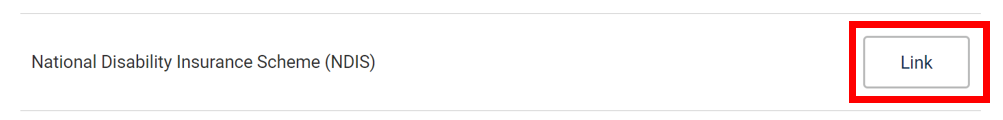


1. To link your myGov account to your NDIA record, select **Link a Service**.



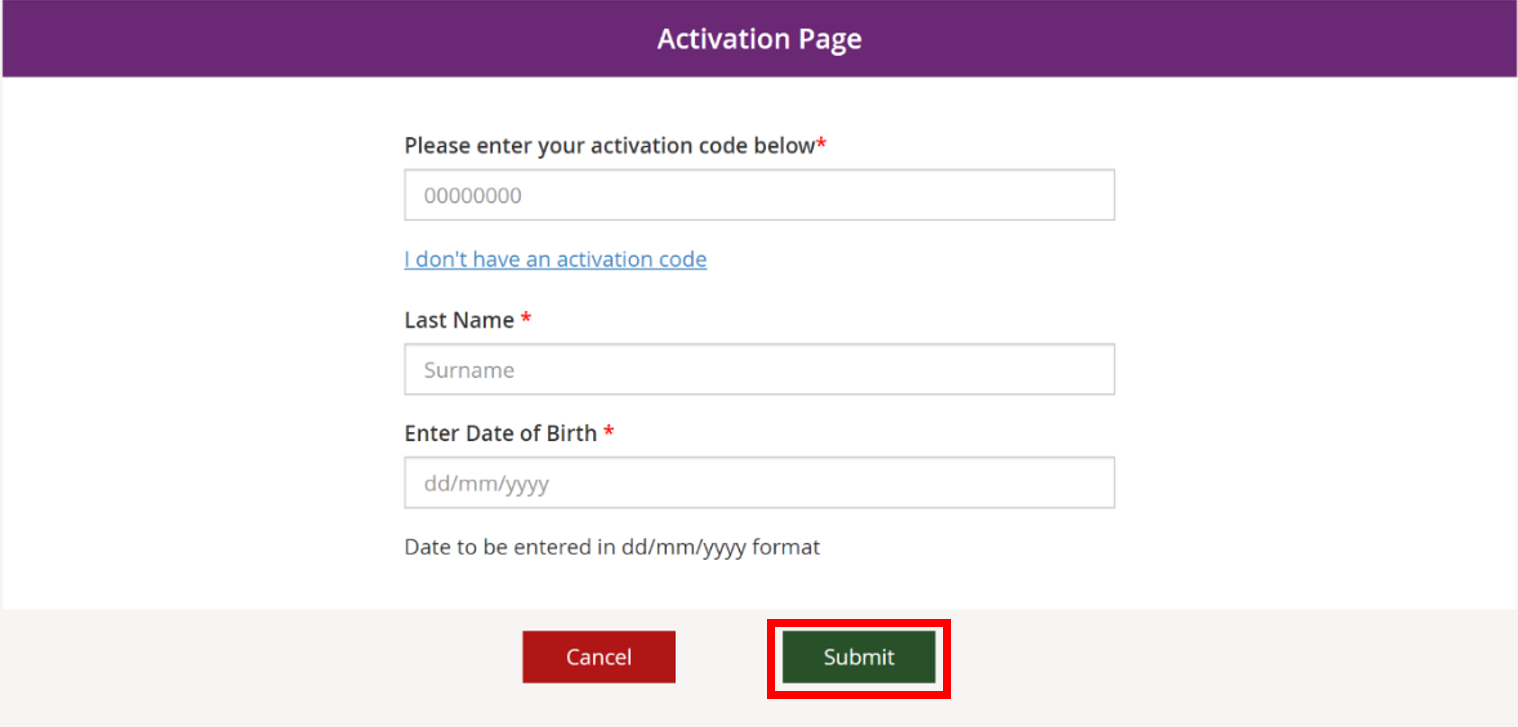
1. Then choose **National Disability Insurance Scheme (NDIS)** and select **Link.**



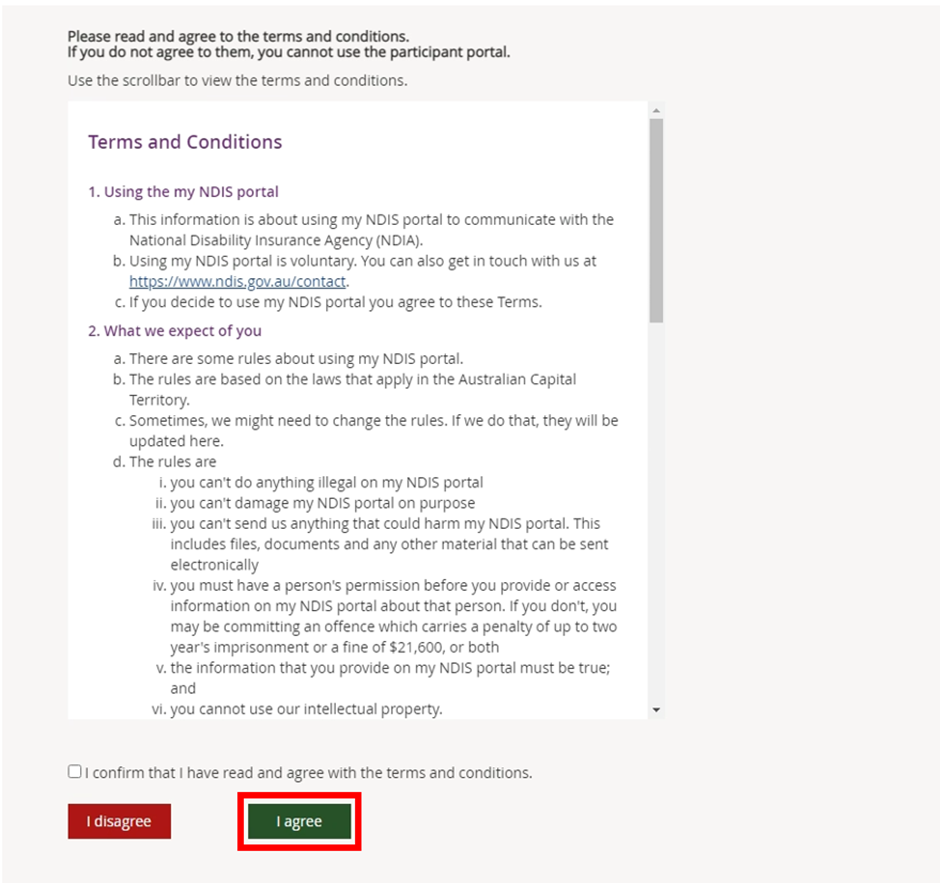


1. Type in your NDIS Activation Code, your Last Name, and your Date of Birth, then click the **Submit** button at the bottom of the screen. You only need to put in the NDIS activation code the first time you access the portal. This screen will not display again.

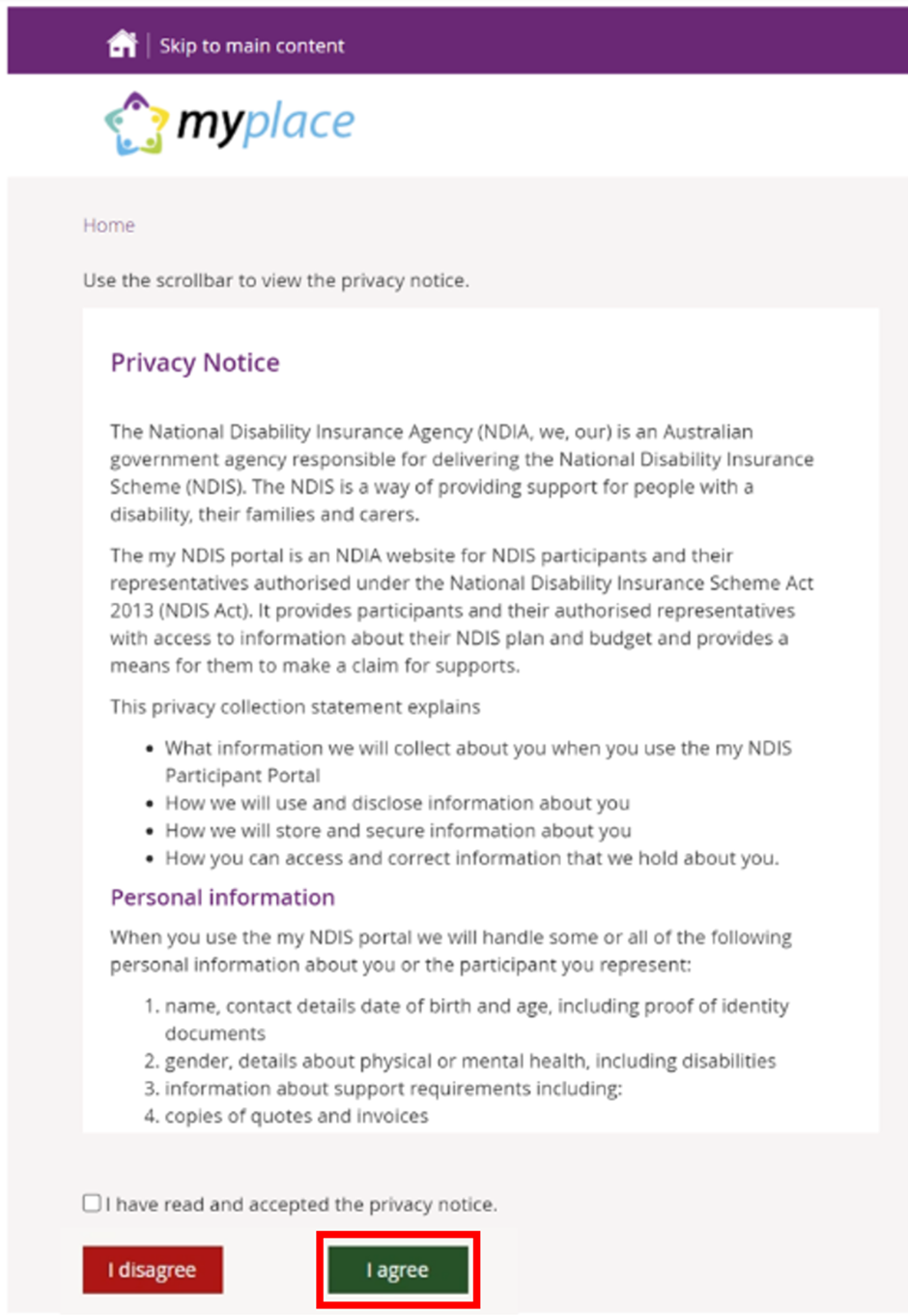
**Note:** You can request an activation code by contacting NDIS on 1800 800 110 or [here](https://www.ndis.gov.au/contact).



1. The **Terms and conditions** will be displayed the first time you sign into the portal or when there have been updates that you need to be aware of. Move the scrollbar to read the **Terms and conditions**.
2. Once you have read the **Terms and conditions**, select the checkbox located next to **I have read and agree with the terms and conditions** andpressthe **I agree** button to continue.



1. The **Privacy Notice** will be displayed. Once you have read the **Privacy Notice**, select the checkbox located next to **I have read and agree with the Privacy notice** and press **I agree** button to continue.



1. You have reactivated your NDIS participant portal account. The participant portal page displays.

If you need any further support, you can contact the NDIS directly on 1800 800 110 or contact us [here](https://www.ndis.gov.au/contact).